

CODE	Section XIII INTERNAL GRIEVANCE PROCESS Use Worksheet: WS-GR1	Y E S	N O	N O T E
GR01	<p>The MCO's written, internal grievance procedure is clearly described in the evidence of coverage (EOC). The MCO's written grievance procedures include:</p> <ul style="list-style-type: none"> • a thorough explanation of the steps to follow in completing the procedure; and • time limits for each step of the procedure. <p>42 CFR 417.600(b)(2) & (b)(3)(ii); 417.124(g); National Marketing Guidelines [] MET [] NOT MET</p>			
GR02	<p>The MCO properly identifies issues subject to the grievance process.</p> <p>42 CFR 471.606(c) [] MET [] NOT MET</p>			
GR03	<p>The MCO adjudicates internal grievances in a manner fully consistent with the plan's written grievance procedure, as stated in the EOC.</p> <p>MCO Manual Sections 2410, 2411 and 2412.</p>			
MOE	<p>Anything not subject to appeal is considered a grievance: examples include quality of service provided, long waiting times for appointments or at the physician's office, services covered under an optional supplemental plan, issues relating to premiums, and involuntary disenrollment.</p> <p>In order for the MCO to meet the requirements of GR02, the plan must simultaneously meet the requirements of GR03. Determine whether the MCO informs its enrollees of the process for filing complaints. At a minimum, this information must be clearly described in the plan's EOC.</p> <p>Review:</p> <ul style="list-style-type: none"> <input type="checkbox"/> MCO's evidence of coverage to check that written procedures have been developed and time frames for resolving complaints are clearly stated. The reviewer must be thoroughly familiar with the MCO's grievance procedure before undertaking any grievance review activities. <input type="checkbox"/> Complaint and telephone logs and grievance case files. <input type="checkbox"/> Issues not considered organization determinations (e.g., disenrollment requests to determine if they contain grievable issues) to determine if they are treated under the grievance process. <input type="checkbox"/> Grievance files to determine whether the MCO properly identifies problem areas and appropriately refers these issues to the appropriate management person for corrective action (e.g., inappropriate health care to quality assurance, waiting times to the center's director) 			

MOE cont.	<div data-bbox="247 61 1995 138"> <input type="checkbox"/> Grievance case files to determine if the MCO conforms with its stated procedures in dealing with complaints and time frames for resolving the aggrieved party's concerns. </div> <div data-bbox="247 175 1197 211"> Interview: Staff responsible for the MCO's internal grievance process. </div>
---------------------	---